

**Attachment C  
To  
Notice of Amendments to Codes**

**March 30, 2011**

**EB-2007-0722**

**Additional Final Amendments to the July 2, 2010 Customer Service Rules:**

- A. Additional Final Amendments to the Retail Settlement Code and Standard Supply Service Code provisions that come into force on April 1, 2011; and**
- B. Other Final Customer Service Amendments to the Distribution System Code**

**Note:** The text of the amendments is set out in italics below, for ease of identification only.

**A. Additional Amendments to the Retail Settlement Code and Standard Supply Service Code provisions that come into force on April 1, 2011**

**I. Additional Amendments to the Retail Settlement Code provisions that come into force on April 1, 2011**

1. Section 1.7 of the Retail Settlement Code is amended by adding the following sentence at the end of the paragraph:

*The further revisions to section 7.7.5 come into force on April 1, 2011.*

2. Section 7.7.5 of the Retail Settlement Code is deleted and replaced with the following section:

*7.7.5 For the purposes of sections 7.7.1, 7.7.2 and 7.7.4.1, the customer's or retailer's average monthly billing amount shall be calculated by taking the aggregate of the total electricity charges billed to the customer or retailer in the most recent 12 months, including adjustment for the impact of any known billing error(s), and dividing that value by 12. If the customer has been receiving service from a distributor for less than 12 months, the customer's average monthly billing amount shall be based on a reasonable estimate made by the distributor. For the purposes of this section, "electricity charges" has*

*the same meaning as in section 2.6.6.3 of the Distribution System Code, subject to any adjustments necessary to take into account other electricity-related charges billed to non-residential customers.*

**II. Additional Amendments to the Standard Supply Service Code provisions that come into force on April 1, 2011**

1. Section 1.6.4 of the Retail Settlement Code is amended by adding the following sentence at the end of the paragraph:

*The further revisions to sections 2.6.2(a) to (e) and 2.6.2A come into force on October 1, 2011.*

2. Sections 2.6.2 (a) to (d) of the Standard Supply Service Code are deleted and replaced with the following sections:

*2.6.2 Where the billing cycle of the distributor is monthly, a distributor shall offer to all residential customers receiving standard supply either an equal monthly payment plan option or an equal monthly billing plan option in accordance with the requirements set out in section 2.6.2B. Where the billing cycle of the distributor is less frequently than monthly, a distributor shall offer an equal monthly payment plan option to all residential customers receiving standard supply service.*

*The above equal monthly payment plan option shall meet the following minimum requirements:*

- (a) a distributor may only refuse to provide an equal monthly payment plan option to a customer that is in arrears on payment to the distributor for electricity charges, as defined in the Distribution System Code, and that has not entered into an arrears payment agreement with the distributor as referred to in the Distribution System Code;*
- (b) a residential customer requesting an equal monthly payment plan shall agree to pre-authorized automatic monthly payment withdrawals and the distributor may require that the withdrawals occur from the customer's account with a financial institution;*
- (c) despite any other code issued by the Board, the equal payment plan option offered to a residential electricity customer shall provide for the customer to make equalized payments on a*

*monthly basis and shall make provision for the customer to select from at least two dates within the month on which the monthly equalized payment is due and the pre-authorized payment is withdrawn from the customer's account with a financial institution;*

*(d) a distributor may issue its bill to a residential customer on a monthly equal payment plan on a monthly, bi-monthly, quarterly or annual basis;*

3. The reference to "paragraph (f)" in section 2.6.2(e) is deleted and replaced with a reference to "section 2.6.2(f)".
4. Section 2.6.2A of the Standard Supply Service Code is deleted and replaced with the following section:

*2.6.2A For the purposes of section 2.6.2:*

*(a) A customer's average monthly billing amount shall be calculated by taking the aggregate of the total electricity charges billed to the customer in the preceding 12 months and dividing that value by 12. If the customer has been receiving service from a distributor for less than 12 months, the customer's average monthly billing amount shall be based on a reasonable estimate made by the distributor. For the purposes of this section, "electricity charges" has the same meaning as in section 2.6.6.3 of the Distribution System Code.*

*(b) Where a residential customer requests equal payment or equal billing, the equalized monthly payment or billing amount shall include all "electricity charges" as defined in section 2.6.6.3 of the Distribution System Code.*

**B. Other Customer Service Amendments to the Distribution System Code**

1. Section 1.2 of the Distribution System Code is amended by deleting the sentence "The amendments to sections 2.8.1 to 2.8.3, and 6.1.2, come into force on April 1, 2011." and replacing it with the following sentence:

*The amendments to sections 2.7, 2.8.1 to 2.8.5, and 6.1.2 come into force on April 1, 2011.*

2. Section 1.7 of the Distribution System Code is amended by adding the following paragraphs at the end of the section:

*The amendments to sections 2.7.1A, 2.7.8, 3.1.1(g), 4.2.2.6, 4.2.2.7, 4.2.6 and 7.10(1)(b) come into force on April 1, 2011.*

3. Section 2.7 of the Distribution System Code is amended by deleting the heading “2.7 Arrears Management Programs” and replacing it with the heading “2.7 Arrears Payment Agreements”.

4. Section 2.7 of the Distribution System Code is amended by adding the following new sections:

*2.7.1A If a distributor enters into discussions with a residential customer and offers an arrears agreement but the customer declines to enter into an arrears agreement, the distributor may proceed with disconnection and is not required to offer an arrears agreement to such a customer after disconnection.*

*2.7.8 In the event a residential electricity customer failed to perform his or her obligations under a previous arrears payment agreement and the distributor terminated the agreement pursuant to section 2.7.4, the distributor may require that the customer wait 1 year after termination of the previous agreement before entering into another arrears payment agreement with the distributor.*

5. Section 3.1.1(g) of the Distribution System Code is amended by deleting the phrase “section 2.4.20” at the end of that section and replacing it with the phrase “sections 2.4.20 and 2.4.20A”.

6. Sections 4.2.2.6 and 4.2.2.7 of the Distribution System Code are deleted and replaced with the following sections:

*4.2.2.6 A distributor shall suspend any disconnection action for a period of 21 days from the date of notification by a Social Service Agency or Government Agency that it is assessing a residential customer for the purposes of determining whether the customer is eligible to receive such assistance, provided such notification is made within 10 days from the date on which the disconnection notice is received by the customer. Where a residential customer had requested prior to the issuance of the disconnection notice that the distributor also provide a copy of any disconnection notice*

*to a third party, the distributor shall suspend any disconnection action for a period of 21 days from the date of notification by the third party that he, she or it is attempting to arrange assistance with the bill payment, provided such notification is made within 10 days from the date on which the disconnection notice is received by the customer.*

*4.2.2.7 Despite section 4.2.2.6, upon notification by a Social Service Agency or Government Agency that a customer is not eligible to receive such assistance, or if another third party who was considering the provision of bill assistance decides not to proceed, the distributor may continue its disconnection process. Distributors will have up to 11 days to act on the previous disconnection notice and must make a further reasonable effort to contact the customer in accordance with section 4.2.2.4 prior to executing disconnection.*

7. Section 4.2.6 of the Distribution System Code is amended by deleting the phrase “section 2.4.20” at the end of that section and replacing it with phrase “sections 2.4.20 and 2.4.20A”.
8. Section 7.10.1(b) of the Distribution System Code is amended by deleting the reference to section “2.7” and replacing it with a reference to section “2.7.1A”.